

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Ziegler Tools, Inc.

Georgia Manufacturing Extension Partnership

Iso Registration Provides Marketing Edge For Ziegler Tools

Client Profile:

Ziegler Tools Inc., located in Atlanta, Georgia, is a distributor of industrial tools, such as cutting tools, abrasives, hand tools, and power tools. The company, founded in 1948, currently employs 70 people at its branches in Atlanta, Macon, Georgia, and Greer, South Carolina.

Situation:

Ziegler Tools has a contract with a major customer worth hundreds of thousands of dollars. The customer required the company to obtain ISO quality registration before it would agree to resign the contract. Ziegler Tools management sought help from the Georgia Manufacturing Extension Partnership (Georgia MEP), a NIST MEP network affiliate, which offers complete ISO solutions to small and mid-sized manufacturers.

Solution:

Georgia MEP began by offering an ISO 9001:2000 executive introduction to key Ziegler personnel. By attending, Ziegler employees learned about the basic requirements and expectations of the very demanding ISO standard. Georgia MEP provided subsequent workshops on internal auditing and management representatives.

Next, Georgia MEP provided a gap analysis to identify process and procedures at Ziegler Tools' facilities that did not comply with ISO standards. Georgia MEP served as Ziegler's ISO coach as the company began to correct targeted areas, develop and document new procedures, and prepare for its ISO audit. The company passed with flying colors and became one of the first companies in Georgia registered to the new ISO standard. Ziegler Tools retained its contract and customer, improved the quality of its processes, and became more competitive in the market for new customers.

Results:

Achieved ISO 9001:2000 certification.

Retained several hundred thousand dollars worth of existing business.

Positioned the company to pursue new business with companies requiring ISO certification from their suppliers.

Testimonial:

www.mep.nist.gov



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"If we did not have the ISO certification, we certainly would not have kept that particular client's business. We were totally satisfied with the Georgia Manufacturing Extension Partnership's work and would recommend them to anybody."

Chris Tan, Sales IT Manager and Quality Coordinator